

Get Started with Care Connect

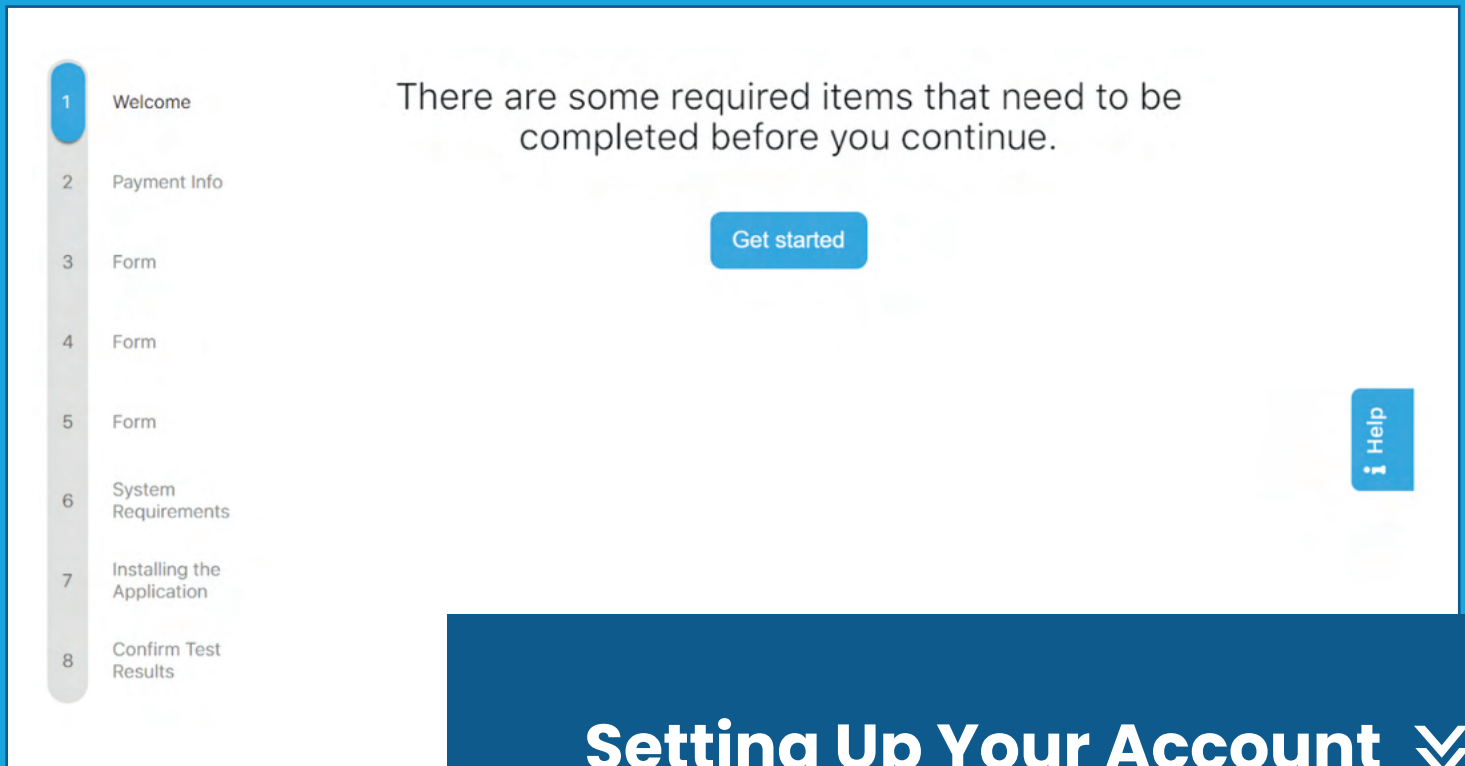
How to Set Up and Connect



www.cheservices.com







Setting Up Your Account

1

Step 1: Locate your 'New appointment' email

Start with the email you received from patient support and select the link 'Create my account'. Please check your spam folder if you can not locate this email in your regular inbox.

The email will come from patientsupport@cheservices.com.

2

Step 2: Enter your password

Please enter your password twice, as requested.

3

Step 3: Complete set steps to set up your account

Depending on your appointment type, you may be asked a series of questions to complete your profile. To begin, you may be asked for a method of payment. If you are a new patient, and have not yet completed forms, you will be asked to complete forms. You will then be walked through system requirements.

Step 4: Complete Forms Assigned at Booking

4

Form 3 of 3

Intake Form

1) A Note About Our Services Welcome! Before you get started, please be aware that CHE Behavioral Health Services does not provide services in certain instances. If you meet one of the criteria below, please be aware that we are unable to provide behavioral health services to you at this time. If you meet one of the criteria below and still schedule a session with a

Step 5: Complete System Requirements

5

Set up your secure audio and video connection for your next video session.

Ensure there are no disruptions to your upcoming video session by getting your computer set up right now. This process is usually just four steps and will only take 5-10 minutes of your time.

Next step

Step 6: Install the Application

6

If you have not already done so, please follow the steps to download Zoom. If you already have the application, please select 'Yes, I already have Zoom'

Do you already have Zoom installed?

This application uses the healthcare compliant version of Zoom.

No, help me install Zoom Yes, I already have Zoom

Step 7: Testing the Application

7

Testing the Application

With the application installed, the connection of your video camera and microphone will be tested in a new window.

The new window will resemble the image below:

Please check two things:

1. I was able to see my own image on screen.
2. I was able to see the green volume indicator light up as I spoke into the microphone.

Once you have done the check, close the test window.

- ✓ Welcome
- ✓ Payment Info
- ✓ Form
- ✓ Form
- ✓ Form
- ✓ System Requirements
- ✓ Installing the Application
- ✓ Testing the Application
- 9 Confirm Test Results

Setup Complete

Your computer should be ready for your next video session.

Please log in at least five minutes prior to your appointment and click **"Join video session"** when you're ready.

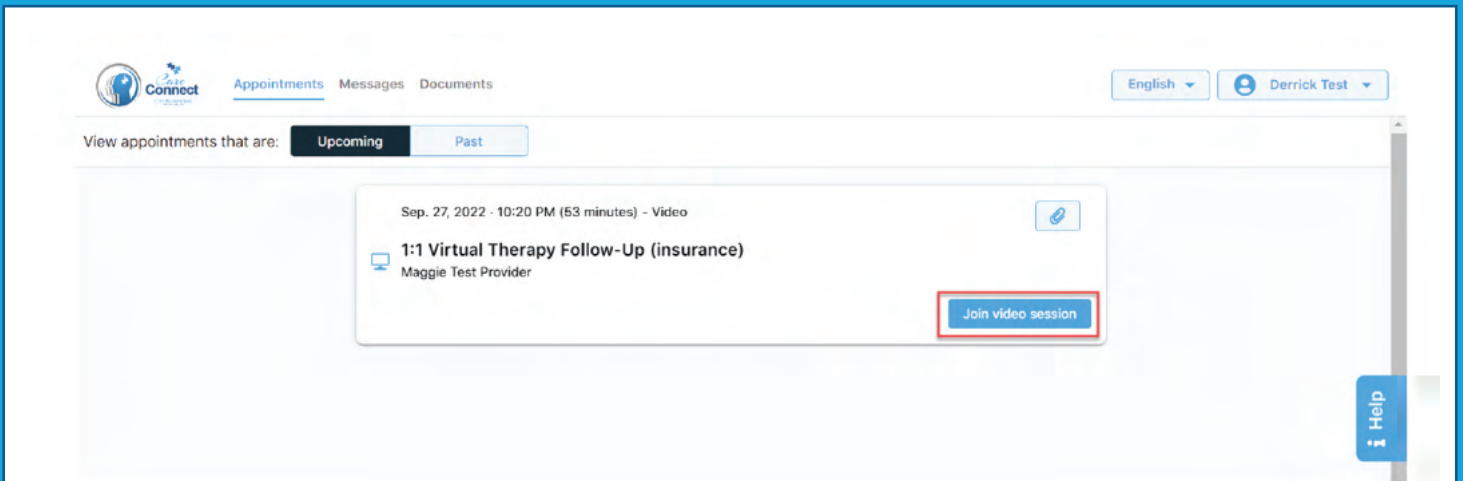
All done

8

Step 8: Confirming Test Results

Joining a Session >>





1

Step 1: Log into the system and view your Upcoming Appointments

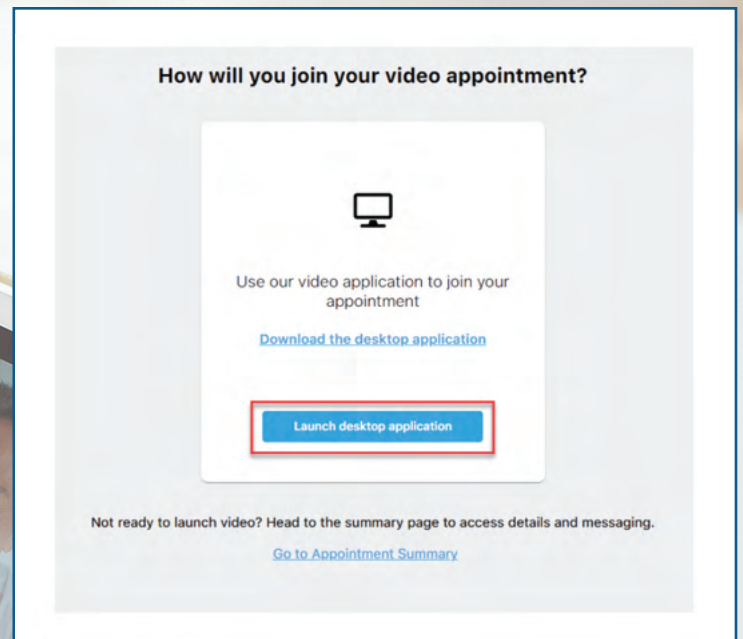
When it is time for your appointment, you will have a blue 'Join video session' button. Select the 'Join video session' button.

Step 2: Select 'Launch desktop application'

This button will launch Zoom. Your browser will ask you if you would like to open Zoom meetings.

Select 'Open Zoom Meetings' to launch Zoom.

2



Open Zoom Meetings?

https://zoom.us wants to open this application.

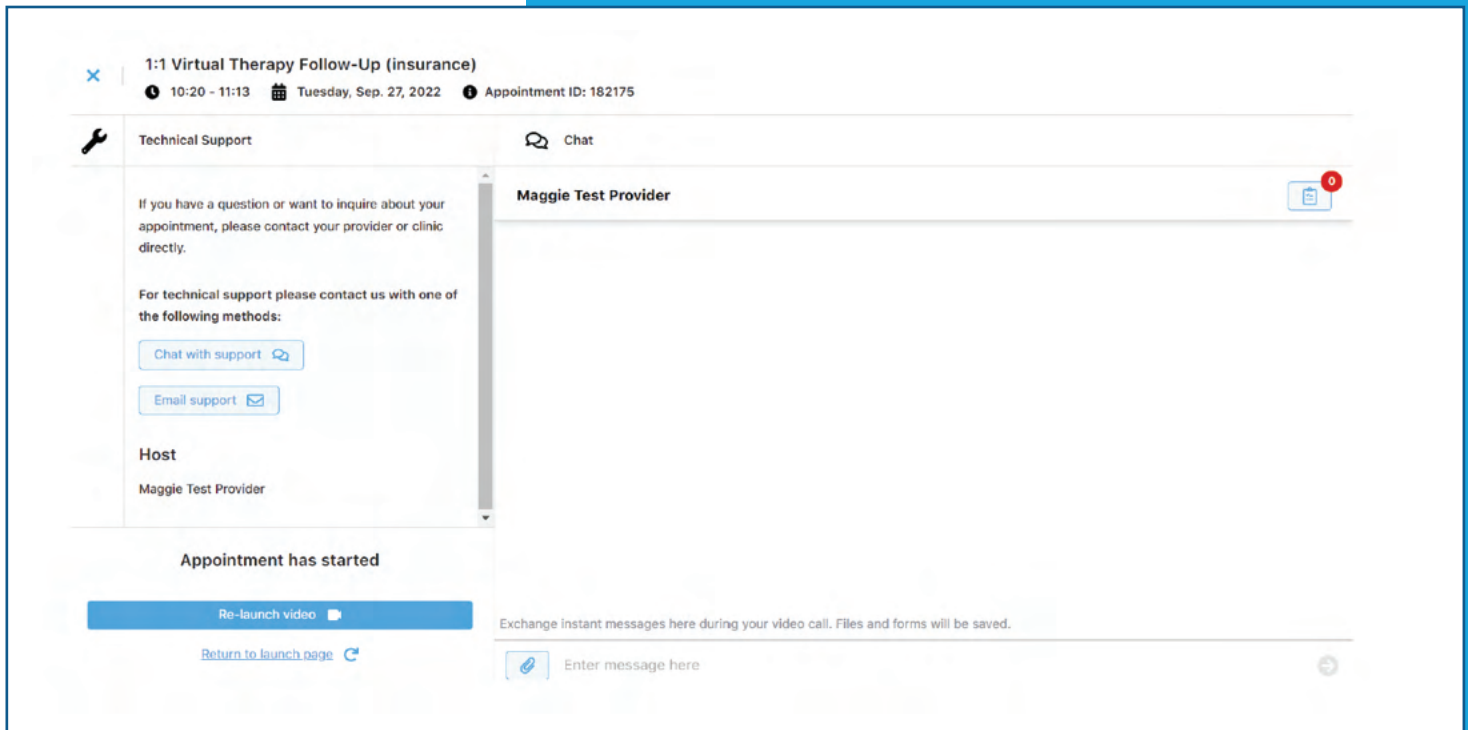
☐ Always allow zoom.us to open links of this type in the associated app

Open Zoom Meetings

Cancel

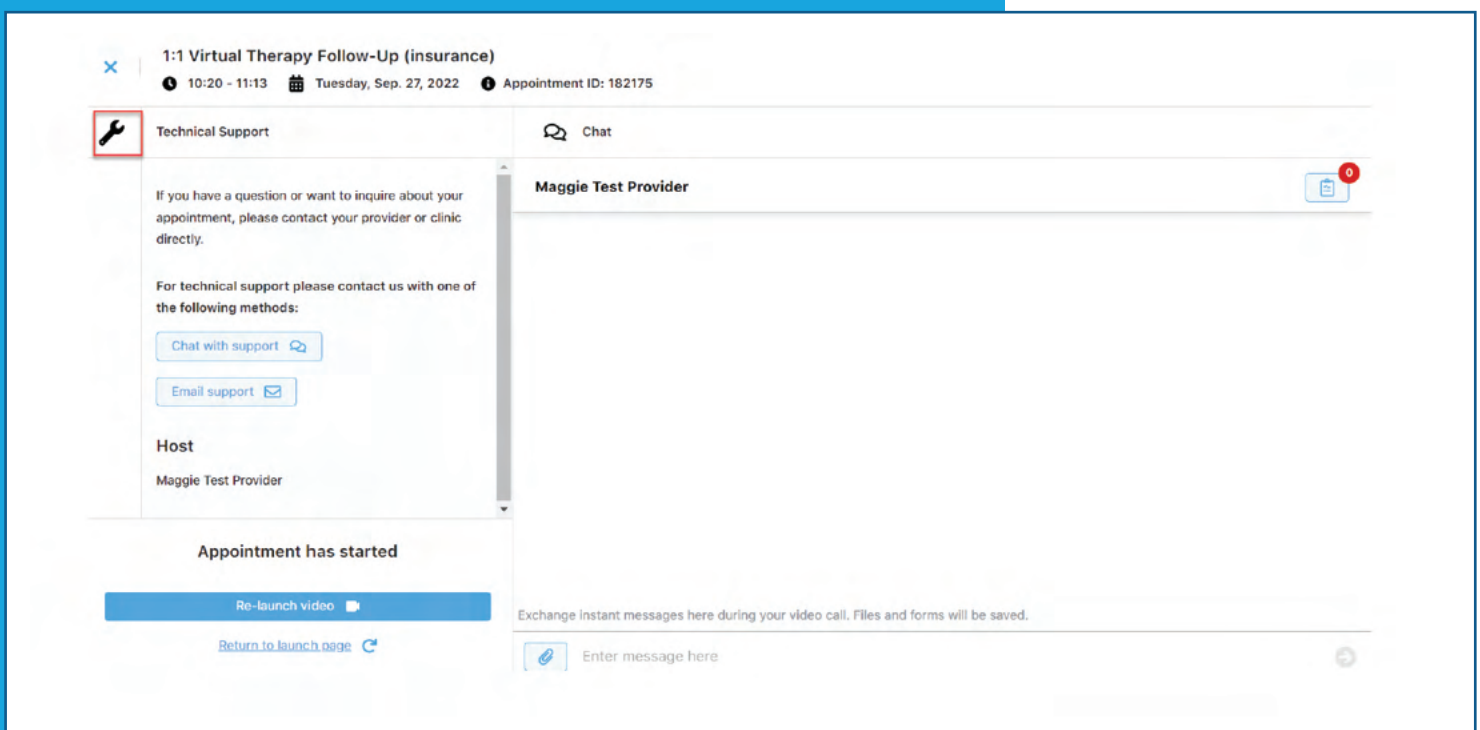
Online Chatting

You can chat with your provider through the application while in a session.



You can chat with technical support while in a session with your provider or while in the platform.

Technical Support





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